

Postal Regulatory Commission  
Office of the Chief Admin. Officer

OCT 27 2010

October 20, 2010

RECEIVED

Laura Welles  
Vice President  
GalleryDriver, Ltd.  
P.O. Box 9105  
Albany, NY 12209

2010 OCT 27 P 3:12

POSTAL REGULATORY  
COMMISSION  
OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER

Shoshana Grove, Secretary of the Commission  
Postal Regulatory Commission  
901 New York Avenue NW  
Washington, D.C. 20268-0001

A2011-1

Re: Appeal of closure of Delaware Station, Albany, New York, 12209

Dear Ms. Grove:

Please accept this letter as a petition for review of the United States Postal Service's decision to close the Delaware Station post office, located at 332 Delaware Avenue, Albany, New York 12209.

This appeal is being made by myself as Vice President of my company, GalleryDriver, Ltd. My company uses the Delaware Station post office on a daily basis. We rent a post office box from the post office, send complex international packages, and utilize the expertise of your employees on a regular basis. We strategically located the business in this urban area within a few blocks of the post office (walking distance), to efficiently utilize postal services and are dependent on our access to its services. I know of other businesses that utilize this post office in a similar fashion. The proposed closure of the post office will have a devastating effect on my business.

Further, in making this decision, the Postal Service is failing to recognize trends that could help it become a more efficient and effective organization. As gas prices increase and society wishes to decrease its dependence on fossil fuels, more people and businesses are making a conscious choice to move their homes and businesses into urban areas where there is easy access to services like the post office. The Postal Service seems to be behind the curve in seemingly catering to suburbanites and car-owning customers. I received a mailing from the Postal Service telling me that postal services are "Right around the corner." The nearest suggested location for these services is a *20 minute drive* from my business. Right now I have access to services with an approximately three minute *walk*. If I did not have a car, which many in my neighborhood do not, it could take a few hours by bus or by foot to access the postal services suggested by the Postal Service on its mailing. Without a car, access to services has jumped from a *few minute walk* to a *multi-hour trip*. The mailing tells me that the Postal Service is not paying enough attention to understand what the needs are for its customers in urban areas. This lack of attention only alienates customers in a time when the Postal Service is trying to retain them.

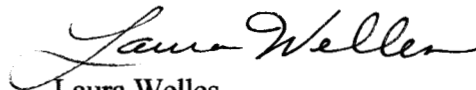
A legislative approach could relieve some of the Postal Services financial burdens. I understand that the Postal Service is obligated to pay for employee benefits up front. This is overly burdensome on a business and this regulation ought to be changed ahead of closing post offices. Seemingly everyone is behind keeping their post offices open so changes to the law would be a political win.

The respondent in this appeal is the United States Postal Service.

The determination that I am appealing is stated in the September 22, 2010 letter from Edward F. Phelan, Jr., District Manager, United States Postal Service, a copy of which is attached with this petition.

The Postal Service's decision did not follow the required procedure and was arbitrary. The September 22, 2010 letter failed to notify anyone about the opportunity to appeal the determination to close the station. Further, despite the fact that I rent a Post Office Box, my company was not notified about the meeting to give public comment. Further, I understand there was little advance notice to the public meeting and the meeting was not held in the area that the Delaware Station post office covers. Since I know many in my neighborhood don't have cars, I think the Postal Service failed to obtain adequate public comment for the proposed closure of this Station. This, and perhaps also some of the criteria for closing stations raises environmental justice issues. The September 22, 2010 letter didn't respond to impacts to my company's access and the community's access to postal services. Since these things were not addressed, I am left to believe that the Postal Service failed to take the impacts and comment of its customers into account.

Sincerely,

A handwritten signature in cursive script that reads "Laura Welles".

Laura Welles  
Vice President  
GalleryDriver, Ltd.

Enclosure (September 22, 2010 letter(s))



September 22, 2010

Postal Box Customer  
Albany NY 12209

This is to inform you of the U.S. Postal Service's decision to permanently close the Delaware Station located at 332 Delaware Avenue in Albany New York. We advised you on October 19, 2009 of our intent to conduct a feasibility study and the final decision has been made. This office will be open and operational until December 31, 2010.

Because of the drastic decline in mail volume, the Postal Service is in a fiscal crisis and must take action to reduce the size of its retail and delivery network. By consolidating, streamlining and adjusting our operations, the Postal Service becomes a more efficient and effective organization.

I want to assure you that the community's input was received and carefully considered before making this decision. Ultimately, based on all of the factors involved, the decision was made to proceed with the closure.

Local mail delivery will not be affected by this move. Full retail services will still be available in neighboring offices and our customers will continue to receive the same excellent service they always have.

If you are currently a Post Office Box holder at the Delaware Station, you will be able to continue to keep your current PO Box number and zip code at the Albany Main Post Office, 45 Hudson Ave in Albany.

However, a trip to the Post Office can be skipped altogether and you can purchase stamps and shipping labels online using the Postal Service's website, [usps.com](http://usps.com). You can also request free package pickup at [usps.com](http://usps.com). The Postal Service will pick up packages during regular mail delivery the next business day – and, unlike other shipping companies, there is no fee for this service. Postage stamps can also be purchased at 1.800.STAMP 24, thousands of banking ATMs and in more than 55,000 retail outlets across the nation.

If you have questions, or need additional information, please contact David Desrosiers, Manager Consumer Affairs at 518-452-2406.

Sincerely,

A handwritten signature in dark ink, appearing to read "Ed F. Phelan Jr.", written over a horizontal line.

Edward F. Phelan Jr.  
District Manager

DISTRICT MANAGER  
ALBANY DISTRICT



September 22, 2010

Postal Customer  
Albany NY 12209

This is to inform you of the U.S. Postal Service's decision to close the Delaware Station located at 332 Delaware Avenue in Albany NY. We advised you on October 19, 2009 of our intent to conduct a feasibility study and the final decision has been made. This office will be open and operational until December 31, 2010.

Because of the drastic decline in mail volume, the Postal Service is in a fiscal crisis and must take action to reduce the size of its retail and delivery network. By consolidating, streamlining and adjusting our operations, the Postal Service becomes a more efficient and effective organization.

I want to assure you that the community's input was received and carefully considered before making this decision. Ultimately, based on all of the factors involved, the decision was made to proceed with the closure.

Local mail delivery will not be affected by this move. Full retail services will still be available in neighboring offices and our customers will continue to receive the same excellent service they always have.

The Post Offices, stations or branches nearest to your residence are located at:

- Academy Station, 563 New Scotland Ave., Albany NY 12208
- Delmar Post Office, 357 Delaware Ave., Delmar NY 12054
- Albany Main Post Office, 45 Hudson Ave., Albany NY 12207

A trip to the Post Office can be skipped altogether and you can purchase stamps and shipping labels online using the Postal Service's website, [usps.com](http://usps.com). You can also request free package pickup at [usps.com](http://usps.com). The Postal Service will pick up packages during regular mail delivery the next business day – and, unlike other shipping companies, there is no fee for this service. Postage stamps can also be purchased at 1-800-STAMP-24, thousands of banking ATMs and in more than 55,000 retail outlets across the nation.

If you have questions, or need additional information, please contact David H. Desrosiers, Manager, Consumer Affairs at (518) 452-2406 or [david.h.desrosiers@usps.gov](mailto:david.h.desrosiers@usps.gov).

Sincerely,

A handwritten signature in dark ink, appearing to read "Ed F. Phelan, Jr.", written over a horizontal line.

Edward F. Phelan, Jr.  
District Manager  
Albany District